

A STUDY ON USERS OF E-RESOURCES IN ST.PETER'S COLLEGE OF ENGINEERING AND TECHNOLOGY: A FACULTY PERSPECTIVE

CHANDRASEKARAN M. S.¹, CHANDRASEKAR. G² & NITHYANANDAM K³

¹Librarian, Central Polytechnic College, Taramani, Chennai, India

²Junior Resource Person (Library), Central Institute of Classical Tamil, IRT Campus, Taramani, Chennai, India

³Head of Department, Department of Library & Information Science, Hindustan University, Chennai, India

ABSTRACT

This is an explorative study that throws light on the use of E.resources by St. Peter's engineering faculty members for gathering information and their information needs through electronic media. The aim of this study is to find out how does the engineering faculty members seek information, what extent they use the existing library and information services and what is impact of using the electronic media.

KEYWORDS: *Electronic Resources, Engineering College and Faculty Members*

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INTRODUCTION

The electronic revolution in the field of science and technology has paved the way for the outcome of Digital Technology and the Digital Technology has given birth to so many new modern Electronics Resources for the benefit of the human society. The Digital Technology has spread its outcomes in various dimensions and forms, which have made an impact almost in all the fields and all the walks of human life. Electronics Resources allows us to access and store more information quickly. It is an energy amplifier e.g. Computer aided designs, flexible manufacturing processes, Image enhancement systems or word processing. In the information business the availability of electronic databases linked with telecommunication networks and gateways marginalize traditional print – based repositories of information.

OBJECTIVES

The following were selected as the specific objectives of the study:

- To find out the frequency of visit of the faculty members of Engineering College.
- To examine the Extent of use of the library facilities and electronic media services mad by faculty members.
- To find out the level of satisfaction about the library collection and library services.
- To identify level of users satisfaction with electronic resources and services.
- To identify the level of usage of computer and online services in the library.
- To find out the problems of users trying to user electronic resources.

HYPOTHESES

- Respondents differ in their frequency of visit to the library on the basis of designation.
- Staff differs in their level of satisfaction about the library service.
- Respondents differ in their opinion about library staff-helpfulness.

METHODOLOGY

The survey was chosen as the method most likely to describe accurately the impact of information and communication technology- a user survey of individuals involved (Staff members) in the field of Faculty of St. Peter's Engineering College, Chennai. In this study in all 250 questionnaires were distributed among the faculty members in the disciplines of St. Peter's Engineering College, Chennai. Out of 200 questionnaires distributed, 150 were-received back, making the response rate 70%. Twenty –five questionnaires were not taken into consideration for they did not include complete answers. In all 125 questionnaires were analyzed for the present study. Figures in parentheses indicate percentage.

Table 1: Distribution of Respondents; Frequency of Visits to the Library

	Category	Frequency of library visit						Total
		Daily	Twice a Week	Once a Week	Once a Fortnight	Once in a Month	Occasionally	
1.	Professor	-	1 (0.67)	1 (0.67)	3 (2.00)	2 (1.33)	2 (1.33)	9 (6.00)
2.	Associate Professor	6 (4.00)	8 (5.33)	5 (3.33)	1 (0.67)	1 (0.67)	-	21 (14.00)
3.	Assistant Professor	18 (12.00)	14 (9.33)	9 (6.00)	6 (4.00)	1 (0.67)	-	48 (32.00)
4.	Lecturer	27 (18.00)	24 (16.00)	18 (12.00)	3 (2.00)	-	-	72 (48.00)
	Total	51 (34.00)	47 (31.33)	33 (22.00)	13 (8.67)	4 (2.67)	2 (1.33)	150 (100)

Chi –square value = 62.11; Degrees of freedom = 15; Level of significant = 1%

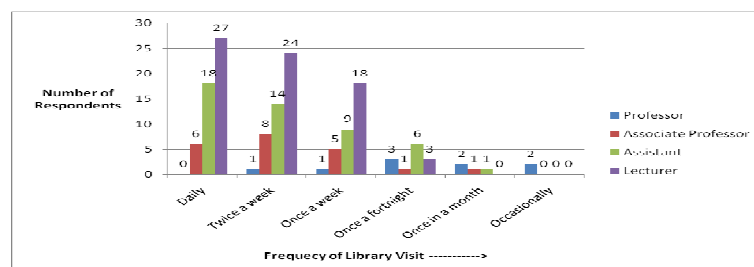


Figure 1

Hypothesis: Respondents differs in their Frequency of Visit to the Library on the Basis of Category

It is inferred from the table that 0.67% of the professor visit the library twice a week and once in a week, 2% of them once in a fortnight, 1.33% of them visit in a month and occasionally. But in the reader group, 4% of them visit daily, 5.33% of them visit twice a week, 3.33% of them once in a week, 0.67% of them visit once in a fortnight and once in a month. Among the Assistant Professor, 12% of them visit daily, 9.33% of them visit twice a week, 6% of them once in a week, 4% of them visit once in a fortnight and 0.67% of them visit once in a month. In the lecturer group, 18% of them visit

daily, 14% of them visit twice a week, 12% of them once in a week, 2% of them visit Once in a fortnight. So more number of lecturers visits daily then the other groups. This difference is statistically proved by the obtained chi-square value (62.11), which is significant at 1% level. So the stated hypothesis is accepted.

Table 2: Level of Satisfaction about the Library Service

S. No	Library Service	Level of satisfaction					Total
		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Opinion	
1.	Circulation Service	44 (29.33)	57 (38.00)	42 (28.00)	7 (4.67)	-	150
2.	Reference Service	42 (28.00)	59 (39.33)	40 (26.67)	9 (6.00)	-	150
3.	Periodical Section	43 (28.67)	54 (36.00)	39 (26.00)	12 (8.00)	2 (1.33)	150
4.	Library instruction / guidance	42 (28.00)	51 (34.00)	38 (25.33)	16 (10.67)	3 (2.00)	150
5.	Loan Periods	40 (26.67)	48 (32.00)	37 (24.67)	19 (12.67)	6 (4.00)	150
6.	Reservation Facility	33 (22.00)	49 (32.67)	45 (30.00)	21 (14.00)	2 (1.33)	150
7.	Reprographic Service	30 (20.00)	41 (27.33)	47 (31.33)	25 (16.67)	7 (4.67)	150
8.	Inter Library loan Service	28 (18.67)	37 (24.67)	49 (32.67)	30 (20.00)	6 (4.00)	150
9.	Current awareness Service	23 (15.33)	35 (23.33)	51 (34.00)	33 (22.00)	8 (5.33)	150
10.	Induction Course	18 (12.00)	23 (15.33)	43 (28.67)	37 (24.67)	29 (19.33)	150
	Total	343 (22.87)	454 (30.26)	431 (28.73)	209 (13.93)	63 (4.20)	1500 (100)

Chi-square value= 200.4; Degrees of freedom = 36; Level of significant = 1%

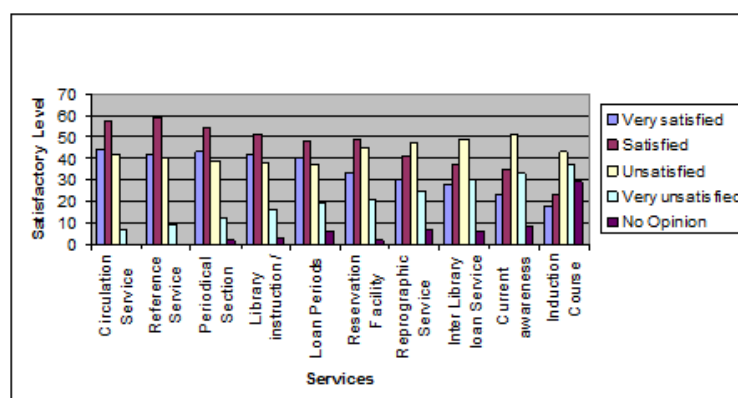


Figure 2: Level of Satisfaction about the Library Service

Hypothesis: Respondent differs in their level of satisfaction about the library service.

The above table shows the level of satisfaction about the library service. Among the different service, most of them are highly satisfied about circulation, reference, periodical and library instruction/ guidance's nearly 39% of them dissatisfied regarding reprographic service, reservation facility and interlibrary loan service. This difference of opinion is statistically confirmed by the obtained chi-square value (200.4), which is significant at 1% level. Hence the stated

hypothesis is accepted.

Table 3: Opinion about Staff Helpfulness in the Library by the Respondents

S. No.	Staff helpfulness service to the user	Level of staff helpfulness in the library					Total
		Very Helpful	Helpful	Neutral	Unhelpful	Very unhelpful	
1.	Opening hour	117 (78.00)	21 (14.00)	12 (8.00)	-	-	150
2.	Day time	103 (68.67)	36 (24.00)	8 (5.33)	3 (2.00)	-	150
3.	Evening time	81 (54.00)	49 (32.67)	12 (8.00)	5 (3.33)	3 (2.00)	150
4.	Week end	63 (42.00)	37 (24.67)	28 (18.67)	15 (10.00)	7 (4.67)	150
	Total	364 (60.67)	143 (23.83)	60 (10.00)	23 (3.83)	10 (1.67)	600 (100)

Chi-square value = 80.74; Degrees of freedom = 12; Level of significant = 1%

Hypothesis: Respondent differ in their Opinion about Staff-Helpfulness

The above table shows the details of service to user. 78% of them respondents say very helpful regarding opening hours, 68.67% of them say day time, 54% of them says evening time and 42% of them say week end. Only 10% of them say unhelpful in the week end regarding the service to the user. The obtained difference is statistically proved with the help of calculated chi-square value (80.47), which is significant at 1% level so the stated hypothesis is accepted.

Table 4: Level of Satisfaction about Library Collection

S. No	Library Collection	Level of Satisfaction					Total
		Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Opinion	
1.	Book Collection	42 (28.00)	59 (39.33)	31 (20.67)	12 (8.00)	6 (4.00)	150
2.	Periodical	44 (29.33)	54 (36.00)	33 (22.00)	15 (10.00)	4 (2.67)	150
3.	Reference Books	41 (27.33)	57 (38.00)	28 (18.67)	17 (11.33)	7 (4.67)	150
4.	Stock coverage	40 (26.67)	49 (32.67)	35 (23.33)	18 (12.00)	8 (5.33)	150
5.	Bound Journal	37 (24.67)	43 (28.67)	39 (26.00)	21 (14.00)	10 (6.67)	150
6.	Newspaper	39 (26.00)	40 (26.67)	42 (28.00)	24 (16.00)	5 (3.33)	150
7.	Stock currently	30 (20.00)	37 (24.67)	47 (31.33)	29 (19.33)	7 (4.67)	150
8.	Archives and special collection	27 (18.00)	30 (20.00)	39 (26.00)	28 (18.67)	26 (17.33)	150
9.	Video/Tape/Slides	22 (14.67)	23 (15.33)	45 (30.00)	38 (25.33)	22 (14.67)	150
10.	Maps	21 (14.00)	23 (15.33)	42 (28.00)	37 (24.67)	27 (18.00)	150
	Total	341 (22.73)	408 (27.20)	388 (25.87)	241 (16.07)	122 (8.13)	1500 (100)

Chi-square value = 157.9; Degree of freedom = 36; Level of significant = 1%

Hypothesis: Staff differs in their Level of Satisfaction about the Library Collection

The above table shows the details of user's opinion about the library collection. Among the various type of collection majority of them are highly satisfied regarding book collection 28%, periodical 29.33%, reference books 27.33 %, stock coverage 26.67%, bound journals 24.67%, and News paper 26%. Majority of them very unsatisfied about maps 24.67%, video/ tapes/ slides 25.33%, Archives and special collection 18.67% and current stock 19.33%. Therefore it is concluded that the respondents are not satisfied with current stock, archives and special collection and video/ slides/ tapes. The calculated chi-square value also proved the difference, because the calculated chi-squares value (157.9), which is significant at 1% level. Hence the started hypothesis is accepted.

The above table shows the details of frequency use of library collection. Irrespective of the designation 16% of them visit the library for book collection, 24% if the visit to read Newspapers, 15.33% of them to collect reference books, 12% of them to collect periodical, 2.67% for journals daily, 39.33% to collect news paper, 30% to collect books, 32.67% of them to collect reference books, 32% of them to collect periodical and 21.33% of them to collect journals twice a week. 37.33 of them to collect books 36% to collect reference books 37.33 periodicals and 44% of them to collect journals weekly occasionally 90' for video tapes and 94.67% for map. Therefore most of them visit library for books, Newspaper and reference book. This difference is statistically proved with the help of chi-square test, because it is significant at 1% level soothe stated hypothesis is accepted. Therefore users come to library for different purpose.

Table 5: Level of Satisfaction about the Arrangement of Reading Material in the Library

S. No.	Materials	Level of Satisfaction			Total
		Fully Satisfied	Partially Satisfied	Not Satisfied	
1.	Text books	48 (32.00)	48 (26.00)	63 (42.00)	150
2.	Periodical / Journal	37 (24.67)	45 (30.00)	68 (45.33)	150
3.	General Books	33 (22.00)	46 (30.67)	71 (47.33)	150
4.	Reference Books	32 (21.33)	40 (26.67)	78 (52.00)	150
	Total	150 (25.00)	170 (28.33)	280 (46.67)	600 (100)

Chi-square value = 6.850; Degrees of freedom = 6; Level of significant –NS (Non Significant)

Hypothesis: Respondents do no differ in their Level of Satisfaction Regarding the Arrangement of Reading Material in the Library

The above table shows the details of users (Staffs) opinion regarding the arrangement of reading materials in the library. It is observed from the table that 32% of the users are satisfied about text books, 24.67% of them satisfied about periodical journals, 22% of them satisfied regarding general books and 21.33% of the users satisfied about reference books. Majority of them 52% are dissatisfied about reference books, 47.33% general books, 45.33% periodical journal and 42% of the dissatisfied about textbooks. Therefore most of them are dissatisfied about reference books. But this deference is not confirmed statistically; because they obtained chi-square value is not significant at 5% and 1% level. So the stated hypothesis is accepted.

The table 6 shows the level of usage of computerized online service in the library. Among the professor 1.33% of them used daily, 2.67% used twice a week, and 2% of them used once in a week. In the reader group, 1.33% of them used daily, 4.67% of them used twice a week, 5.33% of them used once in a week and 2.67% of them used once in a fortnight. Among the Associate Professor 7.33% of them used daily, 12% used twice a week, 9.33% of them used once in a week, 2.66% of them used once in a fortnight and 0.67% of them used occasionally.

Table 6: Distribution of Frequency of the Use Computer and Online Services in the Library

S. No	Category	Daily	Use of computer and online service				Total	Cumulative Percentage
			Twice a Week	Once in a Week	Once in Fortnight	Occasionally		
1.	Professor	2 (1.33)	4 (2.67)	3 (2.00)	-	-	9 (6.00)	6.00
2.	Associate Professor	2 (1.33)	7 (4.67)	8 (5.33)	4 (2.67)	-	21 (14.00)	20.00
3.	Assistant Professor	11 (7.33)	18 (12.00)	14 (9.33)	4 (2.66)	1 (0.67)	48 (32.00)	52.00
4.	Lecturer	17 (11.33)	29 (19.33)	19 (12.67)	5 (3.33)	2 (1.33)	72 (48.00)	100.00
	Total	32 (21.33)	58 (38.67)	44 (29.33)	13 (8.67)	3 (2.00)	150 (100.00)	-

Chi-square value = 17.180; Degree of freedom = 12

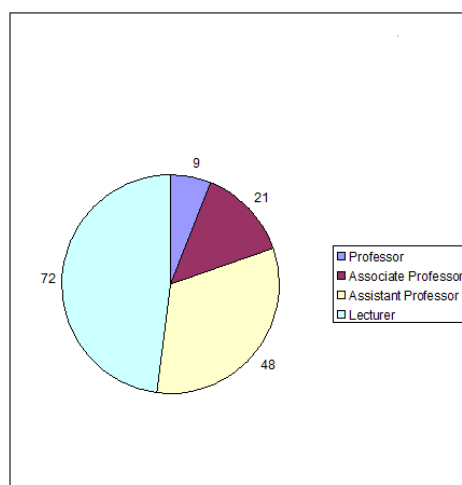


Figure 3: Frequency of the Computer and Online Services in the Library

In the Professor group, 11.33% of them used daily, 19.33% of them used twice a week, 12.67% of them used once in a week, 3.33% of them used once in a fortnight and 1.33% of them used occasionally. This difference is confirmed statistically, because the obtained Chi-square value is significant at 5% level.

FINDINGS

- The result shows that (88%) of the respondent has awareness about the electronic resources.
- The result also found that the entire respondent used computers / online service (100%).

- The result found that more number of lecturers and Associate Professor used computer and on-line service in the Engineering library / University computer centre.
- Regarding the electronic information service, (53.47%) of the staff members are fully satisfied, E-mail (60.67%) Internet (56.67%), OPAC system (58%) and on-line journals (56.67%).
- Further the researcher found that On-line electronic journals (35.33%) and journals project sites (38.67%) are very useful.

CONCLUSIONS

Study on the impact of Electronic Resources information is highly visible in the services offered by the libraries. Moreover rising costs and declining budgets demand increased efficiency in items of organizations and services. In this scenario computing and Electronic Resources in libraries are perceived by many to be the vehicle that will enable these libraries to provide a cost effective and qualitative service to its users.

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